



**IOWA SECRETARY OF STATE
ANNUAL REPORT
FISCAL YEAR 2021**

INTRODUCTION



The 2021 Fiscal Year presented enormous obstacles for my office, as it did for our entire state and nation. Conducting the biggest election in Iowa history during the COVID-19 pandemic was an unprecedented challenge. However, working in tandem with our county, state, and federal partners, we pulled off a successful, clean election that saw record turnout, while keeping our voters and poll workers safe.

Throughout the past few years, my office has focused heavily on bolstering the cybersecurity protections for our elections. We are committed to ensuring we have the necessary tools to safeguard the vote at every level. Every day we strive to ensure the integrity and security of Iowa's elections.

I'm proud to say that post-election, hand-count audits in all 99 counties matched perfectly to the voting tabulators for the November 2020 general election. Extraordinary challenges were overcome with record voter participation. Iowans stepped up and made their voices heard.

My staff also processed a record amount of new business registrations, shattering the previous high by more than 8,500. I am extremely proud of the way my team overcame the hurdles created by the pandemic. We worked diligently to provide Iowa's business community with the service it deserves.

Our Business Services Division processed business filings efficiently despite a record amount of new business filings. The innovations we've made through the Fast Track Filing system allow entrepreneurs to conduct filings with the State of Iowa faster and easier than ever before.

Serving as Iowa's Secretary of State is a tremendous honor. I'm extremely proud of the accomplishments the office has attained over the past six and a half years. We have made enormous progress in protecting Iowa's elections and modernizing our business registration systems. I commend my staff and our election and business partners across the state.

Sincerely,

A handwritten signature in black ink that reads "Paul D. Pate". The signature is written in a cursive, flowing style. The first name "Paul" is written in a larger, more prominent script, followed by "D." and then "Pate".

Paul D. Pate
Iowa Secretary of State

FY 2021 ACHIEVEMENTS

VOTING & ELECTIONS DIVISION

Record-breaking 2020 general election - The state shattered turnout records after more than 1.7 million voters cast ballots in the November 2020 general election. Secretary Pate credited the success of the election to Iowa voters, poll workers and county auditors. Despite the COVID-19 pandemic, Iowans made their voices heard in record numbers. He also thanked Iowa Homeland Security and Emergency Management and the Iowa National Guard for delivering masks, gloves, and hand sanitizer to the counties so Iowans could vote safely at the polls. The previous high turnout for an Iowa election was 1,589,951, set in 2012.

Iowa sets new records for voter registration - Three months in a row, Iowans set records for the number of active registered voters in the state. Iowa had 2,124,895 active registered voters on January 4, 2021. Iowa is consistently one of the best states in the country for voter registration and participation. More than 90 percent of Iowa's eligible population is registered to vote.

Secretary Pate wins national award for improving accessibility for voters with disabilities - For the second time in three years, Secretary Pate earned a national award for his efforts to help Iowans with disabilities vote. The U.S. Election Assistance Commission (EAC) named the Iowa Secretary of State's Office the recipient of the 2020 Clearie Award for Improving Accessibility for Voters with Disabilities.

Secretary Pate and Disability Rights Iowa collaborated to provide a Voting Accessibility Quick Check booklet for every polling place in the state. The booklet is a tool for precinct election officials to use to ensure polling places meet American Disabilities Act (ADA) requirements and to quickly recognize and fix any accessibility issues that may arise on Election Day.

Iowa registers 500,000 new voters in six years - Two of Secretary Pate's top goals are increasing voter registration and participation. By the end of FY 2021, more than 500,000 Iowans had registered to vote in the state since Secretary Pate first took office on January 1, 2015.

More than 320,000 of those voters registered using Iowa's online registration system. Secretary Pate worked with the Iowa Department of Transportation (DOT) to develop the online voter registration system. It launched on January 1, 2016. Iowa consistently ranks among the top states in the country in both voter registration and participation.

Carrie Chapman Catt Award helps high schools increase voter registration - 22 schools qualified for the Carrie Chapman Catt Award during the 2020-21 school year. The award is given to schools that register at least 90 percent of their eligible students to vote. It was named after Iowan Carrie Chapman Catt, a national leader in the women's suffrage movement who was

instrumental in securing passage of the 19th Amendment 100 years ago, granting women access to the ballot box. Along with those 22 schools, three more registered at least 70 percent of eligible students and nine more schools registered at least 50 percent of eligible students.

78 Iowa high schools signed up across 55 counties, and a total of 2,504 students registered to vote through the initiative. In two years, over 6,300 students have registered to vote through the initiative, and 30 different schools statewide have achieved the prestigious award.

Collaboration with VoteShield and BallotShield receives national recognition - Secretary Pate's alliance with VoteShield and BallotShield to protect the integrity of Iowa's elections was named a finalist for the National Association of Secretaries of State's IDEAS (Innovation, Dedication, Excellence, and Achievement) Award.

Secretary Pate worked with Protect Democracy to launch two secure web applications that accomplished the shared goal of improving voter confidence and securing the integrity of the 2020 election. Software known as VoteShield and BallotShield provided reassurance and documentation which election officials at the county and state levels in Iowa utilized to inform the public about steps they were taking to maintain election integrity.

Standing up to partisan attempts to overturn Iowa's election results - Secretary Pate sent a letter to U.S. Speaker of the House Nancy Pelosi on March 30, 2021, asking her to respect Iowa's bipartisan election and recount process, State of Iowa law, and the official state certification of Mariannette Miller-Meeks' election as U.S. House representative for Iowa's Second Congressional District. Two days later, attempts to overturn Iowa's election results were dropped and Mariannette Miller-Meeks remained the official U.S. House Representative for Congressional District 2. The full letter is [available here](#). Secretary Pate had previously asked members of Iowa's congressional delegation to support the will of Iowa voters and reject attempts by Congress to overturn Iowa's certified election results.

Partnering with security experts to prepare counties for 2020 elections - The Iowa Secretary of State's Office conducted a series of workshops in July and August to help counties prepare for the 2020 elections. The Incident Response Plan seminars took county auditors and staff, IT administrators and emergency management coordinators through a variety of scenarios that could disrupt elections. Scenarios included natural disasters, power outages and cyberattacks.

The virtual workshops were conducted with the assistance of Iowa-based information security services firm Pratum. The Secretary of State's Office, state agencies and county officials also participated in nationwide preparedness exercises that were organized by the U.S. Department of Homeland Security. Cooperation between government agencies is crucial for protecting elections.

Providing PPE, \$2 million to counties to protect voters and poll workers - Secretary Pate distributed personal protective equipment (PPE) and more than \$2 million in funds to Iowa counties to utilize for the November 3 general election. The PPE included face shields, masks,

gloves, hand sanitizer and social distancing markers for use at the polls on Election Day. Additionally, more than \$2 million from the CARES Act was made available to counties.

The CARES Act funds distributed to each county included a base amount of \$10,000, along with an additional \$600 for each precinct. Counties could use the funds to purchase additional PPE, polling place supplies such as pens and secrecy folders, training materials for poll workers, and for disinfecting polling places.

Launch of nation's first Cybersecurity Escape Room training for election officials - A training exercise designed by Iowa Secretary of State Paul Pate in collaboration with CyberDefenses helped county election officials protect the integrity of the vote. The Iowa Secretary of State's Cybersecurity Escape Room challenges officials on their election expertise as well as their general cybersecurity knowledge.

The Cybersecurity Escape Room is a new way of approaching cybersecurity training. The training exercise utilizes the Founding Fathers such as Alexander Hamilton and Aaron Burr to outline a fictitious election scenario. Election officials work together to tackle each question before moving on to solving the puzzle.

The Cybersecurity Escape Room was first unveiled in June 2021 to Iowa's county auditors during a conference in Sioux City. It is available for every county to utilize, free of charge.

Safe at Home continues expansion - The Safe at Home (SAH) program continued to grow throughout Fiscal Year 2021. SAH is an address confidentiality program created to protect survivors of domestic violence, sexual assault, trafficking, and stalking. More than 190 new participants and dependents were accepted into the program in FY 2021. As of June 2021, Safe at Home served approximately 670 participants across 65 counties. Iowa averages more than 3,000 convictions for domestic violence and sexual assault each year.

BUSINESS SERVICES

Fast Track Filing greatly enhances efficiency, customer service - Secretary Pate launched the Fast Track Filing advanced online filing tool for business filings during the Spring of 2018. This innovative application greatly enhances the speed and efficiency of the filing process. In fiscal year 2021, approximately 181,000 filings were completed using the Fast Track Filing system, accounting for 89% of all business filings completed with the Office. Under normal conditions, new business filings done through Fast Track Filing are processed within a maximum of two days, some in as few as five minutes. The system is accessible online 24 hours a day at filings.sos.iowa.gov.

Record number of new business filings - The Business Services Division processed 33,588 new entity registrations in FY 2021, far surpassing FY 2020's total of 24,501, as well as the previous state record of 24,720 set in FY 2019.

New filing types available in Fast Track Filing - In FY 2021, five new filing types became available to submit through Fast Track Filing: Amended Certificates of Authority, Applications for Reservation of Name, Applications for Reinstatement, Articles of Amendment, and Notary Renewal Applications.

Fast Track Filing collaborations with Iowa Workforce Development and Iowa Division of Banking begin - Business entity reinstatement applications submitted via Fast Track Filing are now checked automatically against Iowa Workforce Development's database, facilitating even faster turnaround on getting administratively-dissolved entities back in good standing. Similarly, bank documents submitted through Fast Track Filing and required to be cleared by Iowa Division of Banking are electronically sent to Banking for review and returned. Fast Track Filing was made possible through the Iowa Legislature's creation of the Technology Modernization Fund in 2017.

Partnering with Iowa Economic Development Authority to direct small businesses to resources - Secretary Pate and the Iowa Economic Development Authority are working together to help small businesses succeed. Every new business that registers with the Secretary of State's Office is directed to resources available for Iowa entrepreneurs.

Beginning in April 2021, whenever a new business completes its registration process with the state, the company receives an email or flyer with its registration materials, directing them to [IASourceLink.com](https://iasourcelink.com). IASourceLink is a free online resource offered through a partnership with the Iowa Economic Development Authority and the University of Northern Iowa's Center for Business Growth and Innovation. It connects entrepreneurs and small businesses to more than 360 resource providers across Iowa.

Efficient processing - The Secretary of State's Office processed more than 127,527 business entity documents in calendar year 2020.

GENERAL

Launching #BeAVoter initiative with Iowa's college football coaches - Secretary Pate worked with college football coaches from the University of Iowa, Iowa State, Northern Iowa, and Drake to promote voter registration and participation ahead of the 2020 general election. The four head coaches appeared in radio, social media, and digital ads, encouraging Iowans to #BeAVoter. Each ad directed the viewer or listener to visit VoterReady.iowa.gov, a one-stop-shop for state election information. Iowans can use the site to register to vote, download an absentee ballot request form, track its status, and find information about voting deadlines and requirements.

Elections 101/Iowa Youth Straw Poll - Secretary Pate developed an online curriculum for Iowa high school students, designed to involve students in civic engagement while educating them about Iowa's unique role in the political process. The curriculum also included an Iowa Youth

Straw Poll in the fall of 2020. One week before the 2020 General Election, students cast their vote for their preferred candidate for the following offices: U.S. President, U.S. Senate, and U.S. House of Representatives. A total of 41,275 students participated representing 266 schools/organizations in 86 Iowa counties.

Honor a Veteran with Your Vote/Partnership with Hy-Vee - Secretary Pate continued to expand the Honor a Veteran with Your Vote program. Honor a Veteran is a way to pay tribute to those who served in the military that fought for our rights to choose our representative form of government. Secretary Pate partnered with Hy-Vee to distribute 30,000 Honor a Veteran postcards at all their Iowa stores in conjunction with the grocery chain's annual Veterans' Day free breakfast for military veterans and active duty personnel.

Launch of Vulnerability Disclosure Program -The Office of the Iowa Secretary of State became the first state agency, and second SOS office in the nation to launch a coordinated vulnerability disclosure program. Through this program, security researchers are invited to scan and test publicly available SOS websites to see if they find security vulnerabilities. Researchers can then disclose vulnerabilities to our office for evaluation and, if needed, to be fixed.

Maintaining a VDP program is a recommendation from the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) and the National Institute of Standard and Technology (NIST). To date, more than 70 security researchers have participated in Iowa SOS' program. Secretary Pate believes a VDP bolsters our cyber maturity and secures elections by allowing responsible testing and reporting of our systems to the private sector.

97 of 99 counties moved to more secure .gov domain - Secretary Pate asked all 99 counties to move their election websites over to the .gov domain. Our office offered to cover the initial costs. By the end of FY 2021, 97 of Iowa's 99 counties transitioned to .gov.

This is a simple, but important upgrade. Domains that end in .com or .org could be set up by attackers to try to intercept users seeking information from real sources. Meaning, someone could set up a mirror of their website to try to trick voters. Our partners in the federal government recommend .gov domains to ensure the top level of cybersecurity. The U.S. Department of Homeland Security monitors .gov domains and we want to bring all 99 counties under that umbrella.

DEPARTMENTAL OVERVIEW

VOTING & ELECTIONS DIVISION

Successful 2020 general election during pandemic

Iowa's November 2020 general election shattered all-time records for voter participation. To reduce the risk of spread of COVID-19 and protect Iowa voters and poll workers, the Secretary

of State's Office sent absentee ballot request forms to all active registered voters in the state, following the approval of an emergency election directive by the Iowa Legislative Council. The results were record-breaking. More than 1.7 million Iowans voted in the November 2020 general election, breaking the previous turnout record by more than 110,000 votes. More than 1 million Iowans voted absentee, setting another state record.

Secretary Pate partnered with Iowa Homeland Security and Emergency Management and the Iowa National Guard to deliver masks, gloves, and hand sanitizer for use at all polling places.

Over the course of the fiscal year, the Elections Division certified 248 state and federal candidates for the 2020 general election ballot. The office also processed 36 daily absentee ballot voter list subscriptions, eight annual statewide subscriptions of voter registration lists, which require daily updates, six statewide voter list and absentee subscriptions, as well as 138 one-time requests.

Enhancing election security

Secretary Pate and his staff take cybersecurity very seriously. Several steps were made to enhance election cybersecurity in FY 2021. The Secretary's Elections Division conducted numerous cybersecurity workshops for county election commissioners and staff. Partnering with the Iowa Office of the Chief Information Officer (OCIO) and the U.S. Department of Homeland Security (DHS), free cybersecurity resources and training were offered throughout the year. The goal was ensuring all 99 counties' systems were protected.

Information sharing with county, state, and federal partners

The Secretary of State's Office continued full-scale government partnerships at local, state, and federal levels to secure Iowa's elections with unprecedented cooperation and information sharing. The Secretary of State's Office receives election threat intelligence from the Fusion Center, the Iowa Department of Homeland Security and Emergency Management, the Federal Bureau of Investigation, and the Election Infrastructure Information Sharing and Analysis Center (EI-ISAC). The intelligence comes in many forms.

Iowa's election community receives technical support and guidance from the Department of Homeland Security's (DHS) Cybersecurity and Infrastructure Security Agency (CISA), Iowa's Office of Chief Information Officer, and Iowa Counties Information Technology (ICIT). The Secretary of State's Office worked with ICIT to better understand the IT demands and needs of counties. The office has undergone quantitative and qualitative assessments by CISA (and several others) to baseline our security posture. That information is then leveraged to identify training opportunities for county auditors and staff. People are the front of any cybersecurity defensive line.

National Voter Registration Act/Help America Vote Act

The Secretary of State is designated as the Chief State Election Official for purposes of administering federal election law, such as the National Voter Registration Act (NVRA) and the Help America Vote Act (HAVA). In that role the Secretary continued implementation and review of the NVRA to ensure that all eligible Iowans are provided the opportunity to register to vote.

Online Voter Registration

A collaboration with the Iowa DOT to develop online voter registration opportunities for Iowa voters was completed and deployed on January 1, 2016. This application is available to Iowa residents who have an Iowa driver's license or non-operators ID and wish to register to vote or to change their registration information. The system resulted in significant savings in processing time for the State of Iowa. More than 320,000 Iowans registered to vote utilizing our online system since it launched.

Statewide Voter Registration System (I-Voters)

The Iowa Secretary of State continues its third-party vendor contract to maintain I-Voters, the statewide voter registration system, and the election night reporting program. The office made significant progress in FY 2021 to prepare for replacing I-Voters. This is a multi-year, multi-million-dollar project and remains on schedule. The Secretary of State's Office visited other states during FY 2021 to learn about their processes for making upgrades to their statewide systems in recent years. County auditors were invited to participate in these information gathering sessions.

The Elections Division worked with counties to conduct annual voter list maintenance, including the National Change of Address program. We also provided state and federal court systems a pool of registered voters to potentially serve as jurors in district, state, and federal court.

I-Voters is in a CJIS-compliant facility, giving it top-level protection. CJIS is an FBI standard used to secure sensitive law enforcement information. To remain CJIS-compliant, facilities and staff at those companies must undergo periodic audit and assessment.

I-Voters has, in addition to the Albert Intrusion Detection Sensor from the U.S. Department of Homeland Security, its own separate intrusion detection system and intrusion protection system – relevant because it means that the vendor is receiving notifications of malicious activity from both the federal government and private entities.

I-Voters sits behind an access control list (ACL). This means that I-Voters will only accept connections from computers it has been told to expect connections from. There are several years of protection on the system and a multitude of channels someone must go through to gain access.

Safe at Home

Safe at Home (SAH) is an address confidentiality program for survivors of domestic violence, sexual assault, trafficking, and stalking. Participants of the program receive three services: a legal substitute address, mail-forwarding, and confidential voter registration and absentee voting. Statistics show that 1 in 4 women and 1 in 7 men have been victims of severe physical violence by an intimate partner during their lifetime. This program is a critical safety tool for survivors to live without fear of their abuser finding them through public records.

Since its launch in 2016, the program has continued to grow. During FY 2021, 191 new participants/dependents were approved for participation in SAH. The program includes all genders, ages, ethnicities, and participants are from rural and urban areas. Domestic violence, sexual assault, trafficking, and stalking impact people of all types. Iowa averages more than 3,000 convictions for domestic violence, sexual assault, and stalking in Iowa. These convictions touched all 99 counties.

The November 2020 general election saw a record setting voter engagement from Safe at Home participants. Safe at Home participants can register to vote and request an absentee ballot through the program. When these steps are taken their information is input and maintained in a separate database from I-Voters. This allows them to exercise their right to vote without their name and address becoming a public record.

The Iowa Safe at Home program is a founding member of the National Association of Address Confidentiality Programs (NACAP). Staff participated in the national conference, held virtually this year. Staff also served on the Membership and Communications Committees for NACAP which allowed Iowa to collaborate and strengthen relationships with other programs across the country.

Outreach this year included informational mailings, webinars, magazine articles and virtual trainings. Staff presented information regarding the program to over 550 professionals across the state. Staff from the Secretary of State's office participated in Sexual Assault Awareness Month (SAAM) and Domestic Violence Awareness Month (DVAM).

Annexations

The Secretary of State's office is the filing office for all city annexations that are not filed with the City Development Board. This includes annexations that are 100 percent voluntary and non-urbanized. This class of annexations is presumed to require simple ministerial approval. The Secretary of State's Office reviewed, approved, and filed 67 annexations in FY 2021.

BUSINESS SERVICES DIVISION

Business Entity Filings

The Business Services Division is the business portal for the state. Among its key responsibilities are the registration and authorization of domestic and foreign entities to transact business in Iowa, administering the Iowa Mechanic's Notice and Lien Registry, and registering Iowa trademarks. The online portal allows business to be conducted 24 hours a day, seven days a week. It provides access to over 3 million filed documents and a complete array of forms, applications, and searchable databases for use by businesses, lending institutions, and interested citizens.

Each business day the customer service phone line receives an average of over 250 telephone calls and many emails with business services-related questions. The Secretary of State's Office is continually seeking to improve its service delivery to citizens and the business community.

The Business Services Division houses millions of electronic documents. There are over 259,000 active business entities registered in the database. Corporate filings include articles of incorporation, certificates of organization, amendments, miscellaneous filings, and statements of registered agent changes. Most entities are also required to file a biennial report with the Secretary of State. In FY 2021, the office processed more than 215,000 business entity filings. Approximately 135,000 of those were biennial reports, overwhelmingly filed online.

Online Filings

The Secretary of State's Office continues to move toward paperless filings, allowing immediate communication between the office and customers.

FY 2021 Filing Transactions

UCC Certified Lien Search Reports	197,500
UCC Filings	126,867
Business Entity Filings	204,000
Original Notices	987
Certificates of Existence	17,117
New Notary Commissions	5,800
Notary Commission Renewals	12,385
Apostilles	6,953
TOTAL	571,609

Uniform Commercial Code (UCC)

The Business Services Division is responsible for filing and maintaining lien records under Article 9 of the Iowa Uniform Commercial Code. The Secretary of State currently maintains more than 1 million lien records in the UCC database. The UCC filing system supports commerce by giving lenders a central place to file notices regarding personal property pledges as collateral for loans.

Examples include liens on farm equipment and machinery, personal property, manufacturing equipment, inventory, crops, and livestock. Additionally, the office files federal tax liens and other federal liens.

In FY 2021, the Business Services Division filed 126,867 documents, provided 197,500 certified lien search reports, and supplied thousands of copies of filed documents to customers. Virtually all certified searches and UCC filings are done online by customers.

Notary Public Commissions

The Business Services Division is responsible for commissioning Iowa notaries. A notary is a person who serves the public as an impartial and unbiased witness by identifying persons who come before the notary. They are especially critical to the legal, business, financial and real estate communities of Iowa. The most common function of a notary is to witness, and attest that a person signing a document is who they claim to be.

The Secretary of State's Office maintains a database of approximately 57,700 active notaries, which most often require renewal at three-year intervals. In FY 2021, the Secretary of State renewed 12,385 notaries and commissioned 5,800 new notaries.

The Secretary of State's Business Services Division is responsible for issuing apostilles and notary certifications on documents destined for foreign countries that have been notarized by an Iowa notary. These certifications from the Secretary of State confirm that the notary is an Iowa Notary Public. The office issued 6,953 of these in FY 2021.

Miscellaneous Filings

In addition to corporate filings, mechanic's lien filings, UCC filings, trademark registrations, and notary commissions, the Office maintains the following, with relevant Iowa Code sections in parentheses:

- Agricultural Reports (10B)
- Athlete Agent Registrations (9A)
- Voluntary Annexations (368.7)
- Land Patents (9G)
- Transient Merchant Registrations (9C)

Credit Service Organization Registrations (538A)
Joint Exercise of Governmental Powers Agreements (28E)
Condemnation Filings (6B & 9.2A)

INFORMATION TECHNOLOGY DIVISION

Launch of Vulnerability Disclosure Program

The Iowa Secretary of State's Office became the second in the nation to launch a Vulnerability Disclosure Program (VDP). We collaborated with Bugcrowd, a national leader in crowdsourced cybersecurity, for this initiative. Iowa already has a strong infrastructure in place, but election cybersecurity is a race without a finish line. We are bolstering our cyber maturity by allowing responsible testing and reporting of our systems to the private sector.

VDP is part of the core cybersecurity framework recommended by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) and the National Institute of Standard and Technology (NIST). Similar programs are utilized within the federal government and several fortune 500 companies. To participate in the program, researchers should visit sos.iowa.gov/vulnerabilitydisclosureprogram.html.

Protecting elections with proven cybersecurity controls is a top priority for the Iowa Secretary of State's Office. Forging and building upon critical partnerships with federal, state, and local authorities as well as private sector industry leaders allows for continuous improvements to Iowa's election infrastructure.

Cybersecurity partnerships pay dividends

Cybersecurity partnerships continue to be a focus. Here's a synopsis of cyber partnerships:

Iowa Office of the Chief Information Officer (OCIO): Through OCIO, our office has access to endpoint protection, web application firewalls, network monitoring, multi-factor authentication, vulnerability scanning, risk assessment and "on demand" cybersecurity support.

EI-ISAC: Through the EI-ISAC, our office has access to endpoint protection software, network protection (web browsing), intrusion detection, malware analysis and access to their Security Operations Center (SOC) for reporting malicious events.

Cybersecurity and Infrastructure Security Agency (CISA): Through this relationship, our office uses automated vulnerability scanning services, received guidance for physical security and we participated in their pilot program called "Crossfeed" that provides attack surface risk data. Our office will also be participating in a pilot for threat intel data.

Iowa National Guard (168th Cyber Operations Squadron): The Iowa National Guard cyber unit assists our agency through such services as vulnerability scanning, penetration testing, threat hunting, and incident response readiness.

Private vendors: Iowa SOS works with local and national vendors for a variety of services, including security incident and event management, system redundancy and failover, firewalls, networking, vulnerability scanning, penetration testing, and incident response.

The SOS office also maintains in-house cybersecurity staff to operate vulnerability management, patch management, log management, network defense, incident response and more.

Fast Track Filing

The Fast Track Filing (FTF) system was designed by the Secretary of State's Information Technology Division and launched in the spring of 2018. In FY21, nearly 90% of all business filings were filed through FTF compared to 33% online before FTF was launched.

The system is developed and operated by in-house staff, in cooperation with a local vendor.

In-house projects

The SOS I.T. staff, in partnership with the Iowa Criminal Justice Information System and Iowa Department of Corrections and SOS Elections Division, launched an in-house system for Elections staff to review felon data as part of felon voting restoration.

The SOS I.T. staff built and supports its processing systems for business filings, UCCs, notary filings, and more. Significant updates were made to those systems in FY21 to support Series LLC legislation.

Supporting remote staff during the pandemic was a significant part of I.T. operations.

I.T. staff participated in national organizations, including National Associations of Secretaries of State (NASS), and the International Association of Commercial Administrator (IACA). The agency has found these relationships to be highly valuable.

Full staff awareness of IT Risks

The Secretary of State's Office has trained 100 percent of staff on Securing the Human Information Technology awareness through the OCIO web-based training. Employee training is a critical component to securing our IT resources, with the goal of developing a culture of information security awareness.

GOALS AND OBJECTIVES FOR FY 2022

- **Provide clean, fair, and transparent elections statewide**
- **Protect the integrity and security of Iowa's elections and election infrastructure at every level**
- **Continue to promote voter registration and participation to all eligible Iowans**
- **Ensure Iowans are informed about recent election law changes**
- **Boost voter confidence**
- **Collaborate with other state agencies to create a universal business portal**
- **Promote the Safe at Home program and make resources available to survivors of violence**
- **Promote a new address confidentiality program designed specifically for members of law enforcement, judges, and prosecutors**
- **Launch a statewide initiative to raise awareness about and prevent human trafficking**